## Service Components for COD

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Search | Query | Defines the set of capabilities that support retrieval of records that satisfy specific query selection criteria. | No |
| Support Services | Security Management | Verification | Defines the set of capabilities that support the confirmation of authority to enter a computer system, application or network. | No |
| Support Services | Security Management | User Management | Defines the set of capabilities that support the administration of computer, application and network accounts within an organization. | No |
| Support Services | Security Management | Role / Privilege Management | Defines the set of capabilities that support the granting of abilities to users or groups of users of a computer, application or network. | No |
| Support Services | Security Management | Intrusion Detection | Defines the set of capabilities that support the detection of illegal entrance into a computer system. | No |
| Support Services | Security Management | Identification and Authentication | Defines the set of capabilities that support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users. | No |
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |
| Support Services | Security Management | Digital Signature | Defines the set of capabilities that guarantee the unaltered state of a file. | No |
| Support Services | Security Management | Audit Trail Capture and Analysis | Defines the set of capabilities that support the identification and monitoring of activities within an application or system. | No |

## *Service Components for COD (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Access Control | Defines the set of capabilities that support the management of permissions for logging onto a computer or network. | No |
| Support Services | Communication | Real Time / Chat | Defines the set of capabilities that support the conferencing capability between two or more users on a local area network or the internet. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Business Analytical Services | Analysis and Statistics | Predictive | Defines the set of capabilities that support the foretelling of something in advance by the use of data. | No |
| Business Analytical Services | Analysis and Statistics | Modeling | Defines the set of capabilities that support the simulating of conditions or activities by performing a set of equations on a set of data. | No |
| Back Office Services | Development and Integration | Software Development | Defines the set of capabilities that support the creation of both graphical and process application or system software. | No |

## Service Components for COD (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Development and Integration | Data Integration | Defines the set of capabilities that support the organization of data from separate data sources into a single source using middleware or application integration and the modification of system data models to capture new information within a single system. | No |
| Back Office Services | Development and Integration | Enterprise Application Integration | Defines the set of capabilities that support the redesigning of disparate information systems into one system that uses a common set of data structures and rules. | No |
| Back Office Services | Development and Integration | Legacy Integration | Defines the set of capabilities that support the communication between newer generation hardware-software applications and the previous, major generation of hardware-software applications. | No |
| Back Office Services | Data Management | Data Classification | Defines the set of capabilities that allow the classification of data. | No |
| Back Office Services | Data Management | Meta Data Management | Defines the set of capabilities that support the maintenance and administration of data that describes data. | No |
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |
| Back Office Services | Data Management | Data Recovery | Defines the set of capabilities that support the restoration and stabilization of data sets to a consistent, desired state. | No |
| Back Office Services | Data Management | Data Warehouse | Defines the set of capabilities that support the archiving and storage of large volumes of data. | No |

## Service Components for COD (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Digital Asset Services | Records Management | Document Retirement | Defines the set of capabilities that support the termination or cancellation of documents and artifacts used by an organization and its stakeholders. | No |
| Digital Asset Services | Records Management | Record Linking / Association | Defines the set of capabilities that support the correlation between logical data and information sets. | No |
| Digital Asset Services | Knowledge Management | Categorization | Defines the set of capabilities that allow classification of data and information into specific layers or types to support an organization. | No |
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |
| Digital Asset Services | Knowledge Management | Information Mapping / Taxonomy | Defines the set of capabilities that support the creation and maintenance of relationships between data entities, naming standards and categorization. | No |
| Digital Asset Services | Knowledge Management | Information Retrieval | Defines the set of capabilities that allow access to data and information for use by an organization and its stakeholders. | No |
| Digital Asset Services | Document Management | Library / Storage | Defines the set of capabilities that support document and data warehousing and archiving. | No |
| Digital Asset Services | Document Management | Indexing | Defines the set of capabilities that support the rapid retrieval of documents through a structured numbering construct. | No |

## Service Components for COD (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Document Management | Document Conversion | Defines the set of capabilities that support the changing of files from one type of format to another. | No |
| Digital Asset Services | Document Management | Document Review and Approval | Defines the set of capabilities that support the editing and commendation of documents before releasing them. | No |
| Digital Asset Services | Content Management | Tagging and Aggregation | Defines the set of capabilities that support the identification of specific content within a larger set of content for collection and summarization. | No |
| Digital Asset Services | Content Management | Content Review and Approval | Defines the capabilities that allow for the approval of interactive programs. | No |
| Digital Asset Services | Content Management | Content Publishing and Delivery | Defines the set of capabilities that allow for the propagation of interactive programs. | No |
| Digital Asset Services | Content Management | Content Authoring | Defines the capabilities that allow for the creation of tutorials, CBT courseware, Web sites, CD-ROMs and other interactive programs. | No |
| Business Management Services | Supply Chain Management | Invoice / Requisition Tracking and Approval | Defines the set of capabilities that support the identification of where a shipment or delivery is within the business cycle. | No |
| Business Management Services | Management of Process | Risk Management | Defines the set of capabilities that support the identification and probabilities or chances of hazards as they relate to a task, decision or long-term goal. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |

## Service Components for COD (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Business Management Services | Investment Management | Strategic Planning & Mgmt | Defines the set of capabilities that support the determination of long-term goals and the identification of the best approach for achieving those goals. | No |
| Business Management Services | Investment Management | Performance Management | Defines the set of capabilities for measuring the effectiveness of an organization's financial assets and capital. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Process Automation Services | Tracking and Workflow | Case / Issue Management | Defines the set of capabilities for managing the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers. | No |

## Service Components for COD (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Process Automation Services | Routing and Scheduling | Outbound Correspondence Management | Defines the set of capabilities for the management of internally initiated communication between an organization and its stakeholders. | No |
| Process Automation Services | Routing and Scheduling | Inbound Correspondence Management | Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders. | No |
| Customer Services | Customer Preferences | Profile Management | Defines the set of capabilities that allow for the maintenance and modification of a customer's account information related to their profile. | No |
| Customer Services | Customer Preferences | Personalization | Defines the set of capabilities to change a user interface and how data is displayed. | No |
| Customer Services | Customer Preferences | Alerts and Notifications | Defines the set of capabilities that allow a customer to be contacted in relation to a subscription or service of interest. | No |
| Customer Services | Customer Initiated Assistance | Scheduling | Defines the set of capabilities that support the plan for performing work or service to meet the needs of an organization?s customers. | No |
| Customer Services | Customer Initiated Assistance | Assistance Request | Defines the set of capabilities that support the solicitation of support from a customer. | No |
| Customer Services | Customer Initiated Assistance | Multi-Lingual Support | Defines the set of capabilities that allow access to data and information in multiple languages. | No |
| Customer Services | Customer Initiated Assistance | Self-Service | Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. | No |
| Customer Services | Customer Initiated Assistance | Online Tutorials | Defines the set of capabilities that provide an electronic interface to educate and assist customers. | No |

## Service Components for COD (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |
| Customer Services | Customer Relationship Management | Contact Management | Defines the set of capabilities that keep track of people and the related activities of an organization. | No |
| Customer Services | Customer Relationship Management | Partner Relationship Management | Defines the set of capabilities that are used to plan and control the activities between an organization, its stakeholders and business partners, including third parties that support services to an organization's stakeholders. | No |
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Customer Analytics | Defines the set of capabilities that allow for the analysis of an organization's customers as well as the scoring of third party information as it relates to an organization's customers. | No |

## Service Components for CPS

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Initiated Assistance | Multi-Lingual Support | Defines the set of capabilities that allow access to data and information in multiple languages. | No |
| Back Office Services | Data Management | Loading and Archiving | Defines the set of capabilities that support the population of a data source with external data. | No |
| Business Analytical Services | Reporting | OLAP | Defines the set of capabilities that support the analysis of information that has been summarized into multidimensional views and hierarchies. | No |
| Back Office Services | Data Management | Data Classification | Defines the set of capabilities that allow the classification of data. | No |
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |
| Back Office Services | Data Management | Data Warehouse | Defines the set of capabilities that support the archiving and storage of large volumes of data. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Back Office Services | Data Management | Data Mart | Defines the set of capabilities that support a subset of a data warehouse for a single department or function within an organization. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Business Analytical Services | Analysis and Statistics | Simulation | Defines the set of capabilities that support the representation of the interaction between real-world objects. | No |

## Service Components for CPS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Business Analytical Services | Business Intelligence | Balanced Scorecard | Defines the set of capabilities that support the listing and analyzing of both positive and negative impacts associated with a decision. | No |
| Business Analytical Services | Business Intelligence | Demand Forecasting / Mgmt | Defines the set of capabilities that facilitate the prediction of sufficient production to meet an organization's sales of a product or service. | No |
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |
| Business Analytical Services | Business Intelligence | Data Mining | Defines the set of capabilities that support the exploring and analyzing of detailed business transactions to uncover patterns and relationships within the business activity and history. | No |
| Business Analytical Services | Visualization | Graphing / Charting | Defines the set of capabilities that support the presentation of information in the form of diagrams or tables. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Analytical Services | Analysis and Statistics | Mathematical | Defines the set of capabilities that support the use of mathematical functions and algorithms for the analysis of data. | No |

## Service Components for CPS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Analysis and Statistics | Modeling | Defines the set of capabilities that support the simulating of conditions or activities by performing a set of equations on a set of data. | No |
| Business Analytical Services | Analysis and Statistics | Predictive | Defines the set of capabilities that support the foretelling of something in advance by the use of data. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Process Automation Services | Tracking and Workflow | Conflict Resolution | Defines the set of capabilities that support the conclusion of contention or differences within the business cycle. | No |

## Service Components for CPS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Initiated Assistance | Assistance Request | Defines the set of capabilities that support the solicitation of support from a customer. | No |
| Process Automation Services | Routing and Scheduling | Inbound Correspondence Management | Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders. | No |
| Process Automation Services | Routing and Scheduling | Outbound Correspondence Management | Defines the set of capabilities for the management of internally initiated communication between an organization and its stakeholders. | No |
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |
| Customer Services | Customer Initiated Assistance | Online Help | Defines the set of capabilities that provide an electronic interface to customer assistance. | No |
| Customer Services | Customer Initiated Assistance | Self-Service | Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. | No |

## Service Components for CSB

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Access Control | Defines the set of capabilities that support the management of permissions for logging onto a computer or network. | No |
| Back Office Services | Human Capital / Workforce Management | Workforce Directory / Locator | Defines the set of capabilities that support the listing of employees and their whereabouts. | No |
| Back Office Services | Human Capital / Workforce Management | Workforce Acquisition / Optimization | Defines the set of capabilities that support the hiring and re-structuring of employees and their roles within an organization. | No |
| Back Office Services | Human Capital / Workforce Management | Contingent Workforce Management | Defines the set of capabilities that support the continuity of operations for an organization's business through the identification of alternative organization personnel. | No |
| Back Office Services | Human Capital / Workforce Management | Team / Org Management | Defines the set of capabilities that support the hierarchy structure and identification of employees within the various sub-groups of an organization. | No |
| Back Office Services | Financial Management | Expense Management | Defines the set of capabilities that support the management and reimbursement of costs paid by employees or an organization. | No |
| Back Office Services | Human Capital / Workforce Management | Skills Management | Defines the set of capabilities that support the proficiency of employees in the delivery of an organization's products or services. | No |
| Back Office Services | Financial Management | Auditing | Defines the set of capabilities that support the examination and verification of records for accuracy. | No |

## *Service Components for CSB (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Human Capital / Workforce Management | Resource Planning and Allocation | Defines the set or capabilities that support the means for assignment of employees and assets to sustain or increase an organization's business. | No |
| Back Office Services | Financial Management | Payment / Settlement | Defines the set of capabilities that support the process of accounts payable. | No |
| Back Office Services | Financial Management | Debt Collection | Defines the set of capabilities that support the process of accounts receivable. | No |
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |
| Back Office Services | Financial Management | Billing and Accounting | Defines the set of capabilities that support the charging, collection and reporting of an organization's accounts. | No |
| Digital Asset Services | Document Management | Indexing | Defines the set of capabilities that support the rapid retrieval of documents through a structured numbering construct. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |
| Back Office Services | Data Management | Meta Data Management | Defines the set of capabilities that support the maintenance and administration of data that describes data. | No |
| Back Office Services | Data Management | Data Warehouse | Defines the set of capabilities that support the archiving and storage of large volumes of data. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |

## Service Components for CSB (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Data Management | Data Mart | Defines the set of capabilities that support a subset of a data warehouse for a single department or function within an organization. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |
| Business Analytical Services | Business Intelligence | Demand Forecasting / Mgmt | Defines the set of capabilities that facilitate the prediction of sufficient production to meet an organization's sales of a product or service. | No |
| Business Management Services | Investment Management | Strategic Planning & Mgmt | Defines the set of capabilities that support the determination of long-term goals and the identification of the best approach for achieving those goals. | No |
| Digital Asset Services | Document Management | Document Conversion | Defines the set of capabilities that support the changing of files from one type of format to another. | No |
| Digital Asset Services | Document Management | Document Review and Approval | Defines the set of capabilities that support the editing and commendation of documents before releasing them. | No |
| Digital Asset Services | Document Management | Library / Storage | Defines the set of capabilities that support document and data warehousing and archiving. | No |
| Digital Asset Services | Document Management | Document Revisions | Defines the set of capabilities that support the versioning and editing of content and documents. | No |

## *Service Components for CSB (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Document Management | Document Referencing | Defines the set of capabilities that support the redirection to other documents and information for related content. | No |
| Business Management Services | Investment Management | Portfolio Management | Defines the set of capabilities that support the administration of a group of investments held by an organization. | No |
| Digital Asset Services | Document Management | Document Imaging and OCR | Defines the set of capabilities that support the scanning of physical documents for use electronically. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |

## Service Components for CSB (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Process Automation Services | Routing and Scheduling | Inbound Correspondence Management | Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders. | No |
| Process Automation Services | Tracking and Workflow | Case / Issue Management | Defines the set of capabilities for managing the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers. | No |
| Customer Services | Customer Preferences | Subscriptions | Defines the set of capabilities that allow a customer to join a forum, listserv, or mailing list. | No |
| Customer Services | Customer Initiated Assistance | Assistance Request | Defines the set of capabilities that support the solicitation of support from a customer. | No |
| Customer Services | Customer Initiated Assistance | Multi-Lingual Support | Defines the set of capabilities that allow access to data and information in multiple languages. | No |
| Customer Services | Customer Initiated Assistance | Self-Service | Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. | No |
| Customer Services | Customer Initiated Assistance | Online Help | Defines the set of capabilities that provide an electronic interface to customer assistance. | No |
| Customer Services | Customer Preferences | Profile Management | Defines the set of capabilities that allow for the maintenance and modification of a customer's account information related to their profile. | No |

## Service Components for CSB (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Preferences | Alerts and Notifications | Defines the set of capabilities that allow a customer to be contacted in relation to a subscription or service of interest. | No |
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |
| Customer Services | Customer Preferences | Personalization | Defines the set of capabilities to change a user interface and how data is displayed. | No |
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Partner Relationship Management | Defines the set of capabilities that are used to plan and control the activities between an organization, its stakeholders and business partners, including third parties that support services to an organization's stakeholders. | No |
| Customer Services | Customer Relationship Management | Contact Management | Defines the set of capabilities that keep track of people and the related activities of an organization. | No |
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |
| Customer Services | Customer Relationship Management | Customer Analytics | Defines the set of capabilities that allow for the analysis of an organization's customers as well as the scoring of third party information as it relates to an organization's customers. | No |

## *Service Components for CSB (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Collaboration | Threaded Discussions | Defines the set of capabilities that support the running log of remarks and opinions about a given topic or subject. | No |
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |
| Support Services | Search | Query | Defines the set of capabilities that support retrieval of records that satisfy specific query selection criteria. | No |
| Support Services | Security Management | Role / Privilege Management | Defines the set of capabilities that support the granting of abilities to users or groups of users of a computer, application or network. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |

## Service Components for DLSS

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Access Control | Defines the set of capabilities that support the management of permissions for logging onto a computer or network. | No |
| Back Office Services | Human Capital / Workforce Management | Workforce Acquisition / Optimization | Defines the set of capabilities that support the hiring and re-structuring of employees and their roles within an organization. | No |
| Back Office Services | Human Capital / Workforce Management | Contingent Workforce Management | Defines the set of capabilities that support the continuity of operations for an organization's business through the identification of alternative organization personnel. | No |
| Back Office Services | Data Management | Data Warehouse | Defines the set of capabilities that support the archiving and storage of large volumes of data. | No |
| Back Office Services | Human Capital / Workforce Management | Skills Management | Defines the set of capabilities that support the proficiency of employees in the delivery of an organization's products or services. | No |
| Back Office Services | Human Capital / Workforce Management | Team / Org Management | Defines the set of capabilities that support the hierarchy structure and identification of employees within the various sub-groups of an organization. | No |
| Back Office Services | Human Capital / Workforce Management | Workforce Directory / Locator | Defines the set of capabilities that support the listing of employees and their whereabouts. | No |
| Back Office Services | Human Capital / Workforce Management | Resource Planning and Allocation | Defines the set or capabilities that support the means for assignment of employees and assets to sustain or increase an organization's business. | No |
| Back Office Services | Financial Management | Billing and Accounting | Defines the set of capabilities that support the charging, collection and reporting of an organization's accounts. | No |

## Service Components for DLSS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Financial Management | Auditing | Defines the set of capabilities that support the examination and verification of records for accuracy. | No |
| Back Office Services | Financial Management | Debt Collection | Defines the set of capabilities that support the process of accounts receivable. | No |
| Back Office Services | Financial Management | Payment / Settlement | Defines the set of capabilities that support the process of accounts payable. | No |
| Back Office Services | Financial Management | Expense Management | Defines the set of capabilities that support the management and reimbursement of costs paid by employees or an organization. | No |
| Back Office Services | Data Management | Meta Data Management | Defines the set of capabilities that support the maintenance and administration of data that describes data. | No |
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |
| Digital Asset Services | Document Management | Document Review and Approval | Defines the set of capabilities that support the editing and commendation of documents before releasing them. | No |
| Back Office Services | Data Management | Data Mart | Defines the set of capabilities that support a subset of a data warehouse for a single department or function within an organization. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |

## Service Components for DLSS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Business Analytical Services | Business Intelligence | Demand Forecasting / Mgmt | Defines the set of capabilities that facilitate the prediction of sufficient production to meet an organization's sales of a product or service. | No |
| Digital Asset Services | Document Management | Document Conversion | Defines the set of capabilities that support the changing of files from one type of format to another. | No |
| Digital Asset Services | Document Management | Indexing | Defines the set of capabilities that support the rapid retrieval of documents through a structured numbering construct. | No |
| Digital Asset Services | Document Management | Library / Storage | Defines the set of capabilities that support document and data warehousing and archiving. | No |
| Business Management Services | Investment Management | Strategic Planning & Mgmt | Defines the set of capabilities that support the determination of long-term goals and the identification of the best approach for achieving those goals. | No |
| Business Management Services | Investment Management | Portfolio Management | Defines the set of capabilities that support the administration of a group of investments held by an organization. | No |
| Digital Asset Services | Document Management | Document Revisions | Defines the set of capabilities that support the versioning and editing of content and documents. | No |

## Service Components for DLSS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Document Management | Document Referencing | Defines the set of capabilities that support the redirection to other documents and information for related content. | No |
| Digital Asset Services | Document Management | Document Imaging and OCR | Defines the set of capabilities that support the scanning of physical documents for use electronically. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Customer Services | Customer Initiated Assistance | Assistance Request | Defines the set of capabilities that support the solicitation of support from a customer. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Process Automation Services | Routing and Scheduling | Inbound Correspondence Management | Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders. | No |

## Service Components for DLSS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Customer Services | Customer Preferences | Profile Management | Defines the set of capabilities that allow for the maintenance and modification of a customer's account information related to their profile. | No |
| Process Automation Services | Tracking and Workflow | Case / Issue Management | Defines the set of capabilities for managing the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Customer Services | Customer Initiated Assistance | Multi-Lingual Support | Defines the set of capabilities that allow access to data and information in multiple languages. | No |
| Customer Services | Customer Initiated Assistance | Online Help | Defines the set of capabilities that provide an electronic interface to customer assistance. | No |
| Customer Services | Customer Initiated Assistance | Self-Service | Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. | No |
| Customer Services | Customer Relationship Management | Partner Relationship Management | Defines the set of capabilities that are used to plan and control the activities between an organization, its stakeholders and business partners, including third parties that support services to an organization's stakeholders. | No |

## Service Components for DLSS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Preferences | Personalization | Defines the set of capabilities to change a user interface and how data is displayed. | No |
| Customer Services | Customer Preferences | Alerts and Notifications | Defines the set of capabilities that allow a customer to be contacted in relation to a subscription or service of interest. | No |
| Customer Services | Customer Preferences | Subscriptions | Defines the set of capabilities that allow a customer to join a forum, listserv, or mailing list. | No |
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |
| Support Services | Search | Query | Defines the set of capabilities that support retrieval of records that satisfy specific query selection criteria. | No |
| Customer Services | Customer Relationship Management | Contact Management | Defines the set of capabilities that keep track of people and the related activities of an organization. | No |
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |
| Customer Services | Customer Relationship Management | Customer Analytics | Defines the set of capabilities that allow for the analysis of an organization's customers as well as the scoring of third party information as it relates to an organization's customers. | No |
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |

## Service Components for DLSS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |
| Support Services | Collaboration | Threaded Discussions | Defines the set of capabilities that support the running log of remarks and opinions about a given topic or subject. | No |
| Support Services | Security Management | Role / Privilege Management | Defines the set of capabilities that support the granting of abilities to users or groups of users of a computer, application or network. | No |

## Service Components for DMCS

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |
| Digital Asset Services | Document Management | Document Conversion | Defines the set of capabilities that support the changing of files from one type of format to another. | No |
| Back Office Services | Development and Integration | Data Integration | Defines the set of capabilities that support the organization of data from separate data sources into a single source using middleware or application integration and the modification of system data models to capture new information within a single system. | No |
| Back Office Services | Data Management | Loading and Archiving | Defines the set of capabilities that support the population of a data source with external data. | No |

## Service Components for DMCS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Development and Integration | Enterprise Application Integration | Defines the set of capabilities that support the redesigning of disparate information systems into one system that uses a common set of data structures and rules. | No |
| Back Office Services | Development and Integration | Legacy Integration | Defines the set of capabilities that support the communication between newer generation hardware-software applications and the previous, major generation of hardware-software applications. | No |
| Back Office Services | Financial Management | Debt Collection | Defines the set of capabilities that support the process of accounts receivable. | No |
| Back Office Services | Financial Management | Payment / Settlement | Defines the set of capabilities that support the process of accounts payable. | No |
| Back Office Services | Financial Management | Billing and Accounting | Defines the set of capabilities that support the charging, collection and reporting of an organization's accounts. | No |
| Back Office Services | Data Management | Data Recovery | Defines the set of capabilities that support the restoration and stabilization of data sets to a consistent, desired state. | No |
| Back Office Services | Data Management | Data Warehouse | Defines the set of capabilities that support the archiving and storage of large volumes of data. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Business Analytical Services | Business Intelligence | Demand Forecasting / Mgmt | Defines the set of capabilities that facilitate the prediction of sufficient production to meet an organization's sales of a product or service. | No |

## Service Components for DMCS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Business Intelligence | Balanced Scorecard | Defines the set of capabilities that support the listing and analyzing of both positive and negative impacts associated with a decision. | No |
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |
| Business Analytical Services | Analysis and Statistics | Predictive | Defines the set of capabilities that support the foretelling of something in advance by the use of data. | No |
| Business Analytical Services | Analysis and Statistics | Modeling | Defines the set of capabilities that support the simulating of conditions or activities by performing a set of equations on a set of data. | No |
| Digital Asset Services | Document Management | Document Referencing | Defines the set of capabilities that support the redirection to other documents and information for related content. | No |
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |
| Digital Asset Services | Knowledge Management | Information Retrieval | Defines the set of capabilities that allow access to data and information for use by an organization and its stakeholders. | No |
| Digital Asset Services | Document Management | Document Review and Approval | Defines the set of capabilities that support the editing and commendation of documents before releasing them. | No |
| Digital Asset Services | Document Management | Library / Storage | Defines the set of capabilities that support document and data warehousing and archiving. | No |

## Service Components for DMCS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Document Management | Document Imaging and OCR | Defines the set of capabilities that support the scanning of physical documents for use electronically. | No |
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Digital Asset Services | Content Management | Content Publishing and Delivery | Defines the set of capabilities that allow for the propagation of interactive programs. | No |
| Digital Asset Services | Content Management | Content Review and Approval | Defines the capabilities that allow for the approval of interactive programs. | No |
| Digital Asset Services | Content Management | Content Authoring | Defines the capabilities that allow for the creation of tutorials, CBT courseware, Web sites, CD-ROMs and other interactive programs. | No |
| Business Management Services | Supply Chain Management | Sourcing Management | Defines the set of capabilities that support the supply of goods or services as well as the tracking and analysis of costs for these goods. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |

## Service Components for DMCS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Process Automation Services | Routing and Scheduling | Inbound Correspondence Management | Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders. | No |
| Process Automation Services | Routing and Scheduling | Outbound Correspondence Management | Defines the set of capabilities for the management of internally initiated communication between an organization and its stakeholders. | No |
| Process Automation Services | Tracking and Workflow | Conflict Resolution | Defines the set of capabilities that support the conclusion of contention or differences within the business cycle. | No |
| Process Automation Services | Tracking and Workflow | Case / Issue Management | Defines the set of capabilities for managing the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |

## Service Components for DMCS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Initiated Assistance | Multi-Lingual Support | Defines the set of capabilities that allow access to data and information in multiple languages. | No |
| Customer Services | Customer Preferences | Alerts and Notifications | Defines the set of capabilities that allow a customer to be contacted in relation to a subscription or service of interest. | No |
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Partner Relationship Management | Defines the set of capabilities that are used to plan and control the activities between an organization, its stakeholders and business partners, including third parties that support services to an organization's stakeholders. | No |
| Support Services | Security Management | Identification and Authentication | Defines the set of capabilities that support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users. | No |
| Customer Services | Customer Relationship Management | Customer Analytics | Defines the set of capabilities that allow for the analysis of an organization's customers as well as the scoring of third party information as it relates to an organization's customers. | No |
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |
| Support Services | Security Management | User Management | Defines the set of capabilities that support the administration of computer, application and network accounts within an organization. | No |

## Service Components for DMCS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |
| Support Services | Security Management | Intrusion Detection | Defines the set of capabilities that support the detection of illegal entrance into a computer system. | No |
| Support Services | Security Management | Access Control | Defines the set of capabilities that support the management of permissions for logging onto a computer or network. | No |

## Service Components for DS

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Back Office Services | Data Management | Data Mart | Defines the set of capabilities that support a subset of a data warehouse for a single department or function within an organization. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |
| Back Office Services | Data Management | Meta Data Management | Defines the set of capabilities that support the maintenance and administration of data that describes data. | No |
| Back Office Services | Data Management | Data Warehouse | Defines the set of capabilities that support the archiving and storage of large volumes of data. | No |
| Digital Asset Services | Content Management | Content Publishing and Delivery | Defines the set of capabilities that allow for the propagation of interactive programs. | No |

## Service Components for DS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |
| Digital Asset Services | Knowledge Management | Categorization | Defines the set of capabilities that allow classification of data and information into specific layers or types to support an organization. | No |
| Digital Asset Services | Content Management | Content Review and Approval | Defines the capabilities that allow for the approval of interactive programs. | No |
| Digital Asset Services | Content Management | Tagging and Aggregation | Defines the set of capabilities that support the identification of specific content within a larger set of content for collection and summarization. | No |
| Customer Services | Customer Preferences | Personalization | Defines the set of capabilities to change a user interface and how data is displayed. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |

## Service Components for DS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Content Management | Content Authoring | Defines the capabilities that allow for the creation of tutorials, CBT courseware, Web sites, CD-ROMs and other interactive programs. | No |
| Customer Services | Customer Preferences | Alerts and Notifications | Defines the set of capabilities that allow a customer to be contacted in relation to a subscription or service of interest. | No |
| Customer Services | Customer Preferences | Profile Management | Defines the set of capabilities that allow for the maintenance and modification of a customer's account information related to their profile. | No |
| Customer Services | Customer Preferences | Subscriptions | Defines the set of capabilities that allow a customer to join a forum, listserv, or mailing list. | No |
| Back Office Services | Development and Integration | Enterprise Application Integration | Defines the set of capabilities that support the redesigning of disparate information systems into one system that uses a common set of data structures and rules. | No |
| Back Office Services | Development and Integration | Legacy Integration | Defines the set of capabilities that support the communication between newer generation hardware-software applications and the previous, major generation of hardware-software applications. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Digital Asset Services | Knowledge Management | Information Mapping / Taxonomy | Defines the set of capabilities that support the creation and maintenance of relationships between data entities, naming standards and categorization. | No |

## Service Components for DS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Digital Asset Services | Document Management | Library / Storage | Defines the set of capabilities that support document and data warehousing and archiving. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Business Management Services | Investment Management | Strategic Planning & Mgmt | Defines the set of capabilities that support the determination of long-term goals and the identification of the best approach for achieving those goals. | No |

## Service Components for EAI & ITA

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Customer Services | Customer Initiated Assistance | Assistance Request | Defines the set of capabilities that support the solicitation of support from a customer. | No |
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |
| Support Services | Systems Management | License Management | Defines the set of capabilities that support the purchase, upgrade and tracking of legal usage contracts for system software and applications. | No |
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |

## *Service Components for EAI & ITA (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Identification and Authentication | Defines the set of capabilities that support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users. | No |
| Support Services | Search | Query | Defines the set of capabilities that support retrieval of records that satisfy specific query selection criteria. | No |
| Support Services | Search | Pattern Matching | Defines the set of capabilities that support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context. | No |
| Support Services | Communication | Community Management | Defines the set of capabilities that support the administration of online groups that share common interests. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |
| Customer Services | Customer Relationship Management | Product Management | Defines the set of capabilities that facilitate the creation and maintenance of products and services. | No |
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |
| Customer Services | Customer Initiated Assistance | Reservations / Registration | Defines the set of capabilities that allow electronic enrollment and confirmations for services. | No |
| Customer Services | Customer Preferences | Personalization | Defines the set of capabilities to change a user interface and how data is displayed. | No |

## Service Components for EAI & ITA (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Initiated Assistance | Multi-Lingual Support | Defines the set of capabilities that allow access to data and information in multiple languages. | No |
| Business Management Services | Management of Process | Risk Management | Defines the set of capabilities that support the identification and probabilities or chances of hazards as they relate to a task, decision or long-term goal. | No |
| Customer Services | Customer Initiated Assistance | Online Help | Defines the set of capabilities that provide an electronic interface to customer assistance. | No |
| Process Automation Services | Tracking and Workflow | Case / Issue Management | Defines the set of capabilities for managing the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers. | No |
| Process Automation Services | Tracking and Workflow | Conflict Resolution | Defines the set of capabilities that support the conclusion of contention or differences within the business cycle. | No |
| Process Automation Services | Routing and Scheduling | Outbound Correspondence Management | Defines the set of capabilities for the management of internally initiated communication between an organization and its stakeholders. | No |
| Process Automation Services | Routing and Scheduling | Inbound Correspondence Management | Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders. | No |
| Digital Asset Services | Knowledge Management | Information Mapping / Taxonomy | Defines the set of capabilities that support the creation and maintenance of relationships between data entities, naming standards and categorization. | No |

## Service Components for EAI & ITA (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Knowledge Management | Information Retrieval | Defines the set of capabilities that allow access to data and information for use by an organization and its stakeholders. | No |
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |
| Digital Asset Services | Content Management | Content Publishing and Delivery | Defines the set of capabilities that allow for the propagation of interactive programs. | No |
| Digital Asset Services | Content Management | Tagging and Aggregation | Defines the set of capabilities that support the identification of specific content within a larger set of content for collection and summarization. | No |
| Digital Asset Services | Content Management | Content Review and Approval | Defines the capabilities that allow for the approval of interactive programs. | No |
| Digital Asset Services | Content Management | Content Authoring | Defines the capabilities that allow for the creation of tutorials, CBT courseware, Web sites, CD-ROMs and other interactive programs. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Analytical Services | Business Intelligence | Data Mining | Defines the set of capabilities that support the exploring and analyzing of detailed business transactions to uncover patterns and relationships within the business activity and history. | No |

## Service Components for EAI & ITA (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Business Analytical Services | Visualization | Graphing / Charting | Defines the set of capabilities that support the presentation of information in the form of diagrams or tables. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Business Analytical Services | Reporting | OLAP | Defines the set of capabilities that support the analysis of information that has been summarized into multidimensional views and hierarchies. | No |
| Business Analytical Services | Business Intelligence | Demand Forecasting / Mgmt | Defines the set of capabilities that facilitate the prediction of sufficient production to meet an organization's sales of a product or service. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Back Office Services | Development and Integration | Data Integration | Defines the set of capabilities that support the organization of data from separate data sources into a single source using middleware or application integration and the modification of system data models to capture new information within a single system. | No |

## Service Components for EAI & ITA (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |
| Back Office Services | Development and Integration | Enterprise Application Integration | Defines the set of capabilities that support the redesigning of disparate information systems into one system that uses a common set of data structures and rules. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |
| Back Office Services | Data Management | Loading and Archiving | Defines the set of capabilities that support the population of a data source with external data. | No |
| Back Office Services | Data Management | Meta Data Management | Defines the set of capabilities that support the maintenance and administration of data that describes data. | No |
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |
| Back Office Services | Development and Integration | Legacy Integration | Defines the set of capabilities that support the communication between newer generation hardware-software applications and the previous, major generation of hardware-software applications. | No |
| Back Office Services | Data Management | Data Mart | Defines the set of capabilities that support a subset of a data warehouse for a single department or function within an organization. | No |
| Back Office Services | Data Management | Data Warehouse | Defines the set of capabilities that support the archiving and storage of large volumes of data. | No |

## Service Components for E-Campus Based

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Audit Trail Capture and Analysis | Defines the set of capabilities that support the identification and monitoring of activities within an application or system. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |
| Back Office Services | Data Management | Data Recovery | Defines the set of capabilities that support the restoration and stabilization of data sets to a consistent, desired state. | No |
| Support Services | Security Management | Role / Privilege Management | Defines the set of capabilities that support the granting of abilities to users or groups of users of a computer, application or network. | No |
| Support Services | Search | Query | Defines the set of capabilities that support retrieval of records that satisfy specific query selection criteria. | No |
| Back Office Services | Data Management | Loading and Archiving | Defines the set of capabilities that support the population of a data source with external data. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |
| Back Office Services | Data Management | Data Warehouse | Defines the set of capabilities that support the archiving and storage of large volumes of data. | No |

## *Service Components for E-Campus Based (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |
| Customer Services | Customer Preferences | Alerts and Notifications | Defines the set of capabilities that allow a customer to be contacted in relation to a subscription or service of interest. | No |
| Back Office Services | Data Management | Data Mart | Defines the set of capabilities that support a subset of a data warehouse for a single department or function within an organization. | No |
| Business Analytical Services | Analysis and Statistics | Simulation | Defines the set of capabilities that support the representation of the interaction between real-world objects. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |
| Digital Asset Services | Document Management | Document Review and Approval | Defines the set of capabilities that support the editing and commendation of documents before releasing them. | No |
| Digital Asset Services | Knowledge Management | Information Retrieval | Defines the set of capabilities that allow access to data and information for use by an organization and its stakeholders. | No |
| Digital Asset Services | Content Management | Content Review and Approval | Defines the capabilities that allow for the approval of interactive programs. | No |
| Customer Services | Customer Initiated Assistance | Online Help | Defines the set of capabilities that provide an electronic interface to customer assistance. | No |

## Service Components for E-Campus Based (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Initiated Assistance | Online Tutorials | Defines the set of capabilities that provide an electronic interface to educate and assist customers. | No |

## Service Components for ELOANS

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Initiated Assistance | Self-Service | Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. | No |
| Business Management Services | Investment Management | Portfolio Management | Defines the set of capabilities that support the administration of a group of investments held by an organization. | No |
| Back Office Services | Financial Management | Debt Collection | Defines the set of capabilities that support the process of accounts receivable. | No |
| Business Analytical Services | Analysis and Statistics | Structural / Thermal | Defines the set of capabilities that support the use of data flow and data modeling diagrams for applying systematic analysis of data. | No |
| Back Office Services | Financial Management | Payment / Settlement | Defines the set of capabilities that support the process of accounts payable. | No |

## Service Components for EZ-Audit

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Forms Management | Forms Modification | Defines the set of capabilities that support the maintenance of electronic or physical forms, templates and their respective elements and fields. | No |
| Support Services | Search | Pattern Matching | Defines the set of capabilities that support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context. | No |

## Service Components for EZ-Audit (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Forms Management | Forms Creation | Defines the set of capabilities that support the design and generation of electronic or physical forms and templates for use within the business cycle by an organization and its stakeholders. | No |
| Support Services | Collaboration | Task Management | Defines the set of capabilities that support a specific undertaking or function assigned to an employee. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |
| Support Services | Search | Query | Defines the set of capabilities that support retrieval of records that satisfy specific query selection criteria. | No |
| Support Services | Collaboration | Document Library | Defines the set of capabilities that support the grouping and archiving of files and records on a server. | No |
| Support Services | Security Management | Audit Trail Capture and Analysis | Defines the set of capabilities that support the identification and monitoring of activities within an application or system. | No |
| Support Services | Security Management | User Management | Defines the set of capabilities that support the administration of computer, application and network accounts within an organization. | No |
| Support Services | Security Management | Role / Privilege Management | Defines the set of capabilities that support the granting of abilities to users or groups of users of a computer, application or network. | No |
| Back Office Services | Development and Integration | Software Development | Defines the set of capabilities that support the creation of both graphical and process application or system software. | No |

## Service Components for EZ-Audit (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |
| Support Services | Security Management | Access Control | Defines the set of capabilities that support the management of permissions for logging onto a computer or network. | No |
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |
| Back Office Services | Development and Integration | Data Integration | Defines the set of capabilities that support the organization of data from separate data sources into a single source using middleware or application integration and the modification of system data models to capture new information within a single system. | No |
| Digital Asset Services | Knowledge Management | Information Retrieval | Defines the set of capabilities that allow access to data and information for use by an organization and its stakeholders. | No |
| Back Office Services | Data Management | Data Recovery | Defines the set of capabilities that support the restoration and stabilization of data sets to a consistent, desired state. | No |
| Business Management Services | Management of Process | Risk Management | Defines the set of capabilities that support the identification and probabilities or chances of hazards as they relate to a task, decision or long-term goal. | No |

## *Service Components for EZ-Audit (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Document Management | Document Review and Approval | Defines the set of capabilities that support the editing and commendation of documents before releasing them. | No |
| Digital Asset Services | Document Management | Classification - Document Management | Defines the set of capabilities that support selection and retrieval of records organized by shared characteristics in content or context. | No |
| Business Management Services | Management of Process | Business Rule Management | Defines the set of capabilities for the management of the enterprise processes that support an organization and its policies. | No |
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |

## Service Components for EZ-Audit (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Partner Relationship Management | Defines the set of capabilities that are used to plan and control the activities between an organization, its stakeholders and business partners, including third parties that support services to an organization's stakeholders. | No |
| Customer Services | Customer Preferences | Alerts and Notifications | Defines the set of capabilities that allow a customer to be contacted in relation to a subscription or service of interest. | No |
| Process Automation Services | Tracking and Workflow | Case / Issue Management | Defines the set of capabilities for managing the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Customer Services | Customer Initiated Assistance | Online Tutorials | Defines the set of capabilities that provide an electronic interface to educate and assist customers. | No |

## Service Components for FMS

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |
| Back Office Services | Financial Management | Billing and Accounting | Defines the set of capabilities that support the charging, collection and reporting of an organization's accounts. | No |

## Service Components for FMS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Development and Integration | Data Integration | Defines the set of capabilities that support the organization of data from separate data sources into a single source using middleware or application integration and the modification of system data models to capture new information within a single system. | No |
| Back Office Services | Development and Integration | Enterprise Application Integration | Defines the set of capabilities that support the redesigning of disparate information systems into one system that uses a common set of data structures and rules. | No |
| Back Office Services | Development and Integration | Legacy Integration | Defines the set of capabilities that support the communication between newer generation hardware-software applications and the previous, major generation of hardware-software applications. | No |
| Back Office Services | Financial Management | Debt Collection | Defines the set of capabilities that support the process of accounts receivable. | No |
| Back Office Services | Financial Management | Payment / Settlement | Defines the set of capabilities that support the process of accounts payable. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |
| Back Office Services | Data Management | Loading and Archiving | Defines the set of capabilities that support the population of a data source with external data. | No |
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |

## Service Components for FMS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Business Analytical Services | Reporting | OLAP | Defines the set of capabilities that support the analysis of information that has been summarized into multidimensional views and hierarchies. | No |
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |
| Business Analytical Services | Analysis and Statistics | Predictive | Defines the set of capabilities that support the foretelling of something in advance by the use of data. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Business Analytical Services | Analysis and Statistics | Modeling | Defines the set of capabilities that support the simulating of conditions or activities by performing a set of equations on a set of data. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |

## *Service Components for FMS (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Process Automation Services | Routing and Scheduling | Outbound Correspondence Management | Defines the set of capabilities for the management of internally initiated communication between an organization and its stakeholders. | No |

## *Service Components for IFAP*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Content Management | Content Publishing and Delivery | Defines the set of capabilities that allow for the propagation of interactive programs. | No |
| Support Services | Search | Pattern Matching | Defines the set of capabilities that support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context. | No |
| Digital Asset Services | Document Management | Document Referencing | Defines the set of capabilities that support the redirection to other documents and information for related content. | No |
| Support Services | Collaboration | Document Library | Defines the set of capabilities that support the grouping and archiving of files and records on a server. | No |
| Digital Asset Services | Knowledge Management | Knowledge Distribution and Delivery | Defines the set of capabilities that support the transfer of knowledge to the end customer. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |
| Digital Asset Services | Document Management | Library / Storage | Defines the set of capabilities that support document and data warehousing and archiving. | No |

## *Service Components for IFAP (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |
| Digital Asset Services | Document Management | Document Conversion | Defines the set of capabilities that support the changing of files from one type of format to another. | No |
| Digital Asset Services | Knowledge Management | Information Retrieval | Defines the set of capabilities that allow access to data and information for use by an organization and its stakeholders. | No |

## *Service Components for IPM*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Customer Analytics | Defines the set of capabilities that allow for the analysis of an organization's customers as well as the scoring of third party information as it relates to an organization's customers. | No |
| Process Automation Services | Routing and Scheduling | Outbound Correspondence Management | Defines the set of capabilities for the management of internally initiated communication between an organization and its stakeholders. | No |
| Support Services | Security Management | Access Control | Defines the set of capabilities that support the management of permissions for logging onto a computer or network. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |
| Support Services | Security Management | Role / Privilege Management | Defines the set of capabilities that support the granting of abilities to users or groups of users of a computer, application or network. | No |

## Service Components for IPM (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |
| Back Office Services | Development and Integration | Data Integration | Defines the set of capabilities that support the organization of data from separate data sources into a single source using middleware or application integration and the modification of system data models to capture new information within a single system. | No |
| Support Services | Security Management | Identification and Authentication | Defines the set of capabilities that support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users. | No |
| Back Office Services | Development and Integration | Enterprise Application Integration | Defines the set of capabilities that support the redesigning of disparate information systems into one system that uses a common set of data structures and rules. | No |
| Back Office Services | Development and Integration | Legacy Integration | Defines the set of capabilities that support the communication between newer generation hardware-software applications and the previous, major generation of hardware-software applications. | No |
| Business Analytical Services | Business Intelligence | Data Mining | Defines the set of capabilities that support the exploring and analyzing of detailed business transactions to uncover patterns and relationships within the business activity and history. | No |
| Back Office Services | Data Management | Loading and Archiving | Defines the set of capabilities that support the population of a data source with external data. | No |

## Service Components for IPM (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Business Analytical Services | Business Intelligence | Balanced Scorecard | Defines the set of capabilities that support the listing and analyzing of both positive and negative impacts associated with a decision. | No |
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |
| Business Analytical Services | Analysis and Statistics | Predictive | Defines the set of capabilities that support the foretelling of something in advance by the use of data. | No |
| Business Analytical Services | Business Intelligence | Demand Forecasting / Mgmt | Defines the set of capabilities that facilitate the prediction of sufficient production to meet an organization's sales of a product or service. | No |

## Service Components for IPM (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Analysis and Statistics | Modeling | Defines the set of capabilities that support the simulating of conditions or activities by performing a set of equations on a set of data. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Customer Services | Customer Initiated Assistance | Online Tutorials | Defines the set of capabilities that provide an electronic interface to educate and assist customers. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Process Automation Services | Routing and Scheduling | Inbound Correspondence Management | Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders. | No |

## Service Components for IPM (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Process Automation Services | Tracking and Workflow | Case / Issue Management | Defines the set of capabilities for managing the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers. | No |
| Customer Services | Customer Initiated Assistance | Assistance Request | Defines the set of capabilities that support the solicitation of support from a customer. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Customer Services | Customer Initiated Assistance | Self-Service | Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. | No |
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |
| Customer Services | Customer Initiated Assistance | Online Help | Defines the set of capabilities that provide an electronic interface to customer assistance. | No |
| Customer Services | Customer Relationship Management | Partner Relationship Management | Defines the set of capabilities that are used to plan and control the activities between an organization, its stakeholders and business partners, including third parties that support services to an organization's stakeholders. | No |

## Service Components for IPM (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Contact Management | Defines the set of capabilities that keep track of people and the related activities of an organization. | No |

## Service Components for NSLDS

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Development and Integration | Legacy Integration | Defines the set of capabilities that support the communication between newer generation hardware-software applications and the previous, major generation of hardware-software applications. | No |
| Support Services | Security Management | Identification and Authentication | Defines the set of capabilities that support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users. | No |
| Back Office Services | Development and Integration | Software Development | Defines the set of capabilities that support the creation of both graphical and process application or system software. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |

## Service Components for NSLDS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Development and Integration | Data Integration | Defines the set of capabilities that support the organization of data from separate data sources into a single source using middleware or application integration and the modification of system data models to capture new information within a single system. | No |
| Back Office Services | Development and Integration | Instrumentation and Testing | Defines the set of capabilities that support the validation of application or system capabilities and requirements. | No |
| Back Office Services | Development and Integration | Enterprise Application Integration | Defines the set of capabilities that support the redesigning of disparate information systems into one system that uses a common set of data structures and rules. | No |
| Back Office Services | Financial Management | Financial Reporting | Defines the set of capabilities that support the structured dissemination of financial data and information in both physical format and electronic media. | No |
| Back Office Services | Financial Management | Revenue Management | Defines the set of capabilities that support the allocation and re-investment of earned net credit or capital within an organization. | No |
| Back Office Services | Data Management | Loading and Archiving | Defines the set of capabilities that support the population of a data source with external data. | No |
| Back Office Services | Financial Management | Auditing | Defines the set of capabilities that support the examination and verification of records for accuracy. | No |
| Back Office Services | Financial Management | Activity-Based Management | Defines the set of capabilities that support a defined, specific set of finance-related tasks for a given objective. | No |

## Service Components for NSLDS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Back Office Services | Data Management | Data Warehouse | Defines the set of capabilities that support the archiving and storage of large volumes of data. | No |
| Back Office Services | Data Management | Meta Data Management | Defines the set of capabilities that support the maintenance and administration of data that describes data. | No |
| Business Analytical Services | Reporting | OLAP | Defines the set of capabilities that support the analysis of information that has been summarized into multidimensional views and hierarchies. | No |
| Back Office Services | Data Management | Data Mart | Defines the set of capabilities that support a subset of a data warehouse for a single department or function within an organization. | No |
| Back Office Services | Data Management | Data Classification | Defines the set of capabilities that allow the classification of data. | No |
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |
| Business Analytical Services | Business Intelligence | Data Mining | Defines the set of capabilities that support the exploring and analyzing of detailed business transactions to uncover patterns and relationships within the business activity and history. | No |

## Service Components for NSLDS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Business Analytical Services | Business Intelligence | Demand Forecasting / Mgmt | Defines the set of capabilities that facilitate the prediction of sufficient production to meet an organization's sales of a product or service. | No |
| Business Analytical Services | Analysis and Statistics | Modeling | Defines the set of capabilities that support the simulating of conditions or activities by performing a set of equations on a set of data. | No |
| Business Analytical Services | Business Intelligence | Balanced Scorecard | Defines the set of capabilities that support the listing and analyzing of both positive and negative impacts associated with a decision. | No |
| Business Analytical Services | Analysis and Statistics | Mathematical | Defines the set of capabilities that support the use of mathematical functions and algorithms for the analysis of data. | No |
| Business Analytical Services | Analysis and Statistics | Predictive | Defines the set of capabilities that support the foretelling of something in advance by the use of data. | No |
| Digital Asset Services | Records Management | Document Retirement | Defines the set of capabilities that support the termination or cancellation of documents and artifacts used by an organization and its stakeholders. | No |
| Digital Asset Services | Knowledge Management | Knowledge Discovery | Defines the set of capabilities that facilitate the identification of useful information from data. | No |
| Digital Asset Services | Records Management | Record Linking / Association | Defines the set of capabilities that support the correlation between logical data and information sets. | No |

## Service Components for NSLDS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Knowledge Management | Knowledge Capture | Defines the set of capabilities that facilitate collection of data and information. | No |
| Digital Asset Services | Knowledge Management | Knowledge Distribution and Delivery | Defines the set of capabilities that support the transfer of knowledge to the end customer. | No |
| Process Automation Services | Tracking and Workflow | Conflict Resolution | Defines the set of capabilities that support the conclusion of contention or differences within the business cycle. | No |
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |
| Digital Asset Services | Knowledge Management | Information Mapping / Taxonomy | Defines the set of capabilities that support the creation and maintenance of relationships between data entities, naming standards and categorization. | No |
| Digital Asset Services | Knowledge Management | Information Retrieval | Defines the set of capabilities that allow access to data and information for use by an organization and its stakeholders. | No |
| Digital Asset Services | Knowledge Management | Categorization | Defines the set of capabilities that allow classification of data and information into specific layers or types to support an organization. | No |
| Business Management Services | Organizational Management | Network Management | Defines the set of capabilities involved in monitoring and maintaining a communications network in order to diagnose problems, gather statistics and provide general usage. | No |
| Business Management Services | Organizational Management | Workgroup / Groupware | Defines the set of capabilities that support multiple users working on related tasks. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |

## *Service Components for NSLDS (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Management of Process | Risk Management | Defines the set of capabilities that support the identification and probabilities or chances of hazards as they relate to a task, decision or long-term goal. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Business Management Services | Management of Process | Business Rule Management | Defines the set of capabilities for the management of the enterprise processes that support an organization and its policies. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |

## Service Components for NSLDS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Process Automation Services | Tracking and Workflow | Case / Issue Management | Defines the set of capabilities for managing the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers. | No |
| Customer Services | Customer Initiated Assistance | Multi-Lingual Support | Defines the set of capabilities that allow access to data and information in multiple languages. | No |
| Process Automation Services | Routing and Scheduling | Outbound Correspondence Management | Defines the set of capabilities for the management of internally initiated communication between an organization and its stakeholders. | No |
| Customer Services | Customer Initiated Assistance | Assistance Request | Defines the set of capabilities that support the solicitation of support from a customer. | No |
| Process Automation Services | Routing and Scheduling | Inbound Correspondence Management | Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders. | No |
| Customer Services | Customer Initiated Assistance | Self-Service | Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. | No |
| Support Services | Security Management | Access Control | Defines the set of capabilities that support the management of permissions for logging onto a computer or network. | No |
| Customer Services | Customer Initiated Assistance | Online Help | Defines the set of capabilities that provide an electronic interface to customer assistance. | No |
| Customer Services | Customer Preferences | Profile Management | Defines the set of capabilities that allow for the maintenance and modification of a customer's account information related to their profile. | No |

## Service Components for NSLDS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Preferences | Alerts and Notifications | Defines the set of capabilities that allow a customer to be contacted in relation to a subscription or service of interest. | No |
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |
| Customer Services | Customer Preferences | Personalization | Defines the set of capabilities to change a user interface and how data is displayed. | No |
| Support Services | Communication | Community Management | Defines the set of capabilities that support the administration of online groups that share common interests. | No |
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |
| Support Services | Communication | Event / News Management | Defines the set of capabilities that monitor servers, workstations and network devices for routine and non-routine events. | No |
| Support Services | Search | Query | Defines the set of capabilities that support retrieval of records that satisfy specific query selection criteria. | No |
| Support Services | Collaboration | Document Library | Defines the set of capabilities that support the grouping and archiving of files and records on a server. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |

## Service Components for NSLDS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Search | Pattern Matching | Defines the set of capabilities that support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context. | No |
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |

## Service Components for OCTS

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |
| Support Services | Forms Management | Forms Modification | Defines the set of capabilities that support the maintenance of electronic or physical forms, templates and their respective elements and fields. | No |
| Support Services | Search | Pattern Matching | Defines the set of capabilities that support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context. | No |
| Support Services | Forms Management | Forms Creation | Defines the set of capabilities that support the design and generation of electronic or physical forms and templates for use within the business cycle by an organization and its stakeholders. | No |
| Support Services | Systems Management | License Management | Defines the set of capabilities that support the purchase, upgrade and tracking of legal usage contracts for system software and applications. | No |

## Service Components for OCTS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Systems Management | Software Distribution | Defines the set of capabilities that support the propagation, installation and upgrade of written computer programs, applications and components. | No |
| Support Services | Systems Management | System Resource Monitoring | Defines the set of capabilities that support the balance and allocation of memory, usage, disk space and performance on computers and their applications. | No |
| Support Services | Systems Management | Remote Systems Control | Defines the set of capabilities that support the monitoring, administration and usage of applications and enterprise systems from locations outside of the immediate system environment. | No |
| Support Services | Communication | Computer / Telephony Integration | Defines the set of capabilities that support the connectivity between server hardware, software and telecommunications equipment into a single logical system. | No |
| Support Services | Communication | Event / News Management | Defines the set of capabilities that monitor servers, workstations and network devices for routine and non-routine events. | No |
| Support Services | Search | Query | Defines the set of capabilities that support retrieval of records that satisfy specific query selection criteria. | No |
| Support Services | Search | Classification - Search | Defines the set of capabilities that support selecion and retrieval of records organized by shared characteristics in content or context. | No |
| Support Services | Search | Precision / Recall Ranking | Defines the set of capabilities that support selection and retrieval of records ranked to optimize precision against recall. | No |

## Service Components for OCTS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Audit Trail Capture and Analysis | Defines the set of capabilities that support the identification and monitoring of activities within an application or system. | No |
| Support Services | Collaboration | Shared Calendaring | Defines the set of capabilities that allow an entire team as well as individuals to view, add and modify each other?s schedules, meetings and activities. | No |
| Support Services | Collaboration | Task Management | Defines the set of capabilities that support a specific undertaking or function assigned to an employee. | No |
| Support Services | Collaboration | Document Library | Defines the set of capabilities that support the grouping and archiving of files and records on a server. | No |
| Support Services | Collaboration | Threaded Discussions | Defines the set of capabilities that support the running log of remarks and opinions about a given topic or subject. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |
| Support Services | Security Management | Digital Signature | Defines the set of capabilities that guarantee the unaltered state of a file. | No |
| Support Services | Security Management | Role / Privilege Management | Defines the set of capabilities that support the granting of abilities to users or groups of users of a computer, application or network. | No |
| Support Services | Security Management | User Management | Defines the set of capabilities that support the administration of computer, application and network accounts within an organization. | No |
| Back Office Services | Data Management | Data Classification | Defines the set of capabilities that allow the classification of data. | No |

## Service Components for OCTS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Verification | Defines the set of capabilities that support the confirmation of authority to enter a computer system, application or network. | No |
| Support Services | Security Management | Intrusion Detection | Defines the set of capabilities that support the detection of illegal entrance into a computer system. | No |
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |
| Support Services | Security Management | Access Control | Defines the set of capabilities that support the management of permissions for logging onto a computer or network. | No |
| Support Services | Security Management | Identification and Authentication | Defines the set of capabilities that support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users. | No |
| Back Office Services | Human Capital / Workforce Management | Resource Planning and Allocation | Defines the set or capabilities that support the means for assignment of employees and assets to sustain or increase an organization's business. | No |
| Back Office Services | Development and Integration | Instrumentation and Testing | Defines the set of capabilities that support the validation of application or system capabilities and requirements. | No |
| Back Office Services | Development and Integration | Software Development | Defines the set of capabilities that support the creation of both graphical and process application or system software. | No |

## Service Components for OCTS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Development and Integration | Data Integration | Defines the set of capabilities that support the organization of data from separate data sources into a single source using middleware or application integration and the modification of system data models to capture new information within a single system. | No |
| Back Office Services | Financial Management | Auditing | Defines the set of capabilities that support the examination and verification of records for accuracy. | No |
| Back Office Services | Development and Integration | Enterprise Application Integration | Defines the set of capabilities that support the redesigning of disparate information systems into one system that uses a common set of data structures and rules. | No |
| Back Office Services | Data Management | Data Recovery | Defines the set of capabilities that support the restoration and stabilization of data sets to a consistent, desired state. | No |
| Business Analytical Services | Business Intelligence | Data Mining | Defines the set of capabilities that support the exploring and analyzing of detailed business transactions to uncover patterns and relationships within the business activity and history. | No |
| Back Office Services | Data Management | Loading and Archiving | Defines the set of capabilities that support the population of a data source with external data. | No |
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |

## *Service Components for OCTS (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Data Management | Meta Data Management | Defines the set of capabilities that support the maintenance and administration of data that describes data. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Digital Asset Services | Records Management | Digital Rights Management | Defines the set of capabilities that support the claim and ownership of intellectual capital and artifacts belonging to an organization. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |
| Business Analytical Services | Business Intelligence | Multimedia | Defines the set of capabilities that support the representation of information in more than one form to include text, audio, graphics, animated graphics and full motion video. | No |
| Business Analytical Services | Business Intelligence | Balanced Scorecard | Defines the set of capabilities that support the listing and analyzing of both positive and negative impacts associated with a decision. | No |
| Business Analytical Services | Visualization | Imagery | Defines the set of capabilities that support the creation of film or electronic images from pictures, paper forms or graphics for static or dynamic use. | No |
| Business Analytical Services | Visualization | Graphing / Charting | Defines the set of capabilities that support the presentation of information in the form of diagrams or tables. | No |

## Service Components for OCTS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Analysis and Statistics | Mathematical | Defines the set of capabilities that support the use of mathematical functions and algorithms for the analysis of data. | No |
| Business Analytical Services | Analysis and Statistics | Structural / Thermal | Defines the set of capabilities that support the use of data flow and data modeling diagrams for applying systematic analysis of data. | No |
| Business Analytical Services | Analysis and Statistics | Modeling | Defines the set of capabilities that support the simulating of conditions or activities by performing a set of equations on a set of data. | No |
| Digital Asset Services | Knowledge Management | Knowledge Capture | Defines the set of capabilities that facilitate collection of data and information. | No |
| Digital Asset Services | Records Management | Document Retirement | Defines the set of capabilities that support the termination or cancellation of documents and artifacts used by an organization and its stakeholders. | No |
| Digital Asset Services | Records Management | Record Linking / Association | Defines the set of capabilities that support the correlation between logical data and information sets. | No |
| Digital Asset Services | Records Management | Document Classification | Defines the set of capabilities that support the categorization of documents and artifacts, both electronic and physical. | No |
| Digital Asset Services | Knowledge Management | Information Mapping / Taxonomy | Defines the set of capabilities that support the creation and maintenance of relationships between data entities, naming standards and categorization. | No |

## *Service Components for OCTS (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Knowledge Management | Knowledge Engineering | Defines the set of capabilities that support the translation of knowledge from an expert into the knowledge base of an expert system. | No |
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |
| Digital Asset Services | Knowledge Management | Categorization | Defines the set of capabilities that allow classification of data and information into specific layers or types to support an organization. | No |
| Digital Asset Services | Knowledge Management | Information Retrieval | Defines the set of capabilities that allow access to data and information for use by an organization and its stakeholders. | No |
| Digital Asset Services | Document Management | Document Review and Approval | Defines the set of capabilities that support the editing and commendation of documents before releasing them. | No |
| Digital Asset Services | Document Management | Indexing | Defines the set of capabilities that support the rapid retrieval of documents through a structured numbering construct. | No |
| Digital Asset Services | Document Management | Classification - Document Management | Defines the set of capabilities that support selection and retrieval of records organized by shared characteristics in content or context. | No |
| Digital Asset Services | Document Management | Library / Storage | Defines the set of capabilities that support document and data warehousing and archiving. | No |
| Digital Asset Services | Document Management | Document Imaging and OCR | Defines the set of capabilities that support the scanning of physical documents for use electronically. | No |

## *Service Components for OCTS (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Content Management | Content Authoring | Defines the capabilities that allow for the creation of tutorials, CBT courseware, Web sites, CD-ROMs and other interactive programs. | No |
| Digital Asset Services | Content Management | Content Publishing and Delivery | Defines the set of capabilities that allow for the propagation of interactive programs. | No |
| Digital Asset Services | Content Management | Syndication Management | Defines the set of capabilities that control and regulate an organization's brand. | No |
| Digital Asset Services | Content Management | Tagging and Aggregation | Defines the set of capabilities that support the identification of specific content within a larger set of content for collection and summarization. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Digital Asset Services | Content Management | Content Review and Approval | Defines the capabilities that allow for the approval of interactive programs. | No |
| Business Management Services | Investment Management | Performance Management | Defines the set of capabilities for measuring the effectiveness of an organization's financial assets and capital. | No |
| Business Management Services | Investment Management | Portfolio Management | Defines the set of capabilities that support the administration of a group of investments held by an organization. | No |
| Business Management Services | Supply Chain Management | Procurement | Defines the set of capabilities that support the ordering and purchasing of products and services. | No |
| Business Management Services | Management of Process | Risk Management | Defines the set of capabilities that support the identification and probabilities or chances of hazards as they relate to a task, decision or long-term goal. | No |

## Service Components for OCTS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Business Rule Management | Defines the set of capabilities for the management of the enterprise processes that support an organization and its policies. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Customer Services | Customer Initiated Assistance | Scheduling | Defines the set of capabilities that support the plan for performing work or service to meet the needs of an organization?s customers. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Process Automation Services | Routing and Scheduling | Outbound Correspondence Management | Defines the set of capabilities for the management of internally initiated communication between an organization and its stakeholders. | No |
| Process Automation Services | Tracking and Workflow | Conflict Resolution | Defines the set of capabilities that support the conclusion of contention or differences within the business cycle. | No |

## Service Components for OCTS (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Process Automation Services | Routing and Scheduling | Inbound Correspondence Management | Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders. | No |
| Process Automation Services | Tracking and Workflow | Case / Issue Management | Defines the set of capabilities for managing the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Customer Services | Customer Initiated Assistance | Online Tutorials | Defines the set of capabilities that provide an electronic interface to educate and assist customers. | No |
| Customer Services | Customer Relationship Management | Customer Analytics | Defines the set of capabilities that allow for the analysis of an organization's customers as well as the scoring of third party information as it relates to an organization's customers. | No |
| Customer Services | Customer Initiated Assistance | Assistance Request | Defines the set of capabilities that support the solicitation of support from a customer. | No |
| Customer Services | Customer Initiated Assistance | Self-Service | Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. | No |
| Customer Services | Customer Initiated Assistance | Online Help | Defines the set of capabilities that provide an electronic interface to customer assistance. | No |

## *Service Components for OCTS (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Preferences | Profile Management | Defines the set of capabilities that allow for the maintenance and modification of a customer's account information related to their profile. | No |
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |
| Customer Services | Customer Preferences | Personalization | Defines the set of capabilities to change a user interface and how data is displayed. | No |
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Contact Management | Defines the set of capabilities that keep track of people and the related activities of an organization. | No |

## Service Components for PIN SITE

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |
| Support Services | Security Management | Access Control | Defines the set of capabilities that support the management of permissions for logging onto a computer or network. | No |
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |
| Support Services | Collaboration | Email | Defines the set of capabilities that support the transmission of memos and messages over a network. | No |
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |
| Support Services | Security Management | Role / Privilege Management | Defines the set of capabilities that support the granting of abilities to users or groups of users of a computer, application or network. | No |
| Support Services | Security Management | User Management | Defines the set of capabilities that support the administration of computer, application and network accounts within an organization. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Support Services | Security Management | Identification and Authentication | Defines the set of capabilities that support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users. | No |

## Service Components for PIN SITE (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Back Office Services | Data Management | Loading and Archiving | Defines the set of capabilities that support the population of a data source with external data. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |
| Business Analytical Services | Business Intelligence | Balanced Scorecard | Defines the set of capabilities that support the listing and analyzing of both positive and negative impacts associated with a decision. | No |
| Business Analytical Services | Business Intelligence | Demand Forecasting / Mgmt | Defines the set of capabilities that facilitate the prediction of sufficient production to meet an organization's sales of a product or service. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |
| Business Analytical Services | Analysis and Statistics | Mathematical | Defines the set of capabilities that support the use of mathematical functions and algorithms for the analysis of data. | No |
| Business Management Services | Investment Management | Performance Management | Defines the set of capabilities for measuring the effectiveness of an organization's financial assets and capital. | No |

## Service Components for PIN SITE (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |
| Process Automation Services | Routing and Scheduling | Outbound Correspondence Management | Defines the set of capabilities for the management of internally initiated communication between an organization and its stakeholders. | No |
| Process Automation Services | Routing and Scheduling | Inbound Correspondence Management | Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders. | No |
| Customer Services | Customer Initiated Assistance | Online Help | Defines the set of capabilities that provide an electronic interface to customer assistance. | No |
| Process Automation Services | Tracking and Workflow | Conflict Resolution | Defines the set of capabilities that support the conclusion of contention or differences within the business cycle. | No |

## *Service Components for PIN SITE (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Customer Services | Customer Initiated Assistance | Self-Service | Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. | No |

## *Service Components for SAIG*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Content Management | Content Authoring | Defines the capabilities that allow for the creation of tutorials, CBT courseware, Web sites, CD-ROMs and other interactive programs. | No |
| Customer Services | Customer Preferences | Alerts and Notifications | Defines the set of capabilities that allow a customer to be contacted in relation to a subscription or service of interest. | No |
| Business Analytical Services | Visualization | Graphing / Charting | Defines the set of capabilities that support the presentation of information in the form of diagrams or tables. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Business Analytical Services | Business Intelligence | Balanced Scorecard | Defines the set of capabilities that support the listing and analyzing of both positive and negative impacts associated with a decision. | No |
| Business Management Services | Management of Process | Governance / Policy Management | Defines the set of capabilities intended to influence and determine decisions, actions, business rules and other matters within an organization. | No |

## Service Components for PIN SITE (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Analysis and Statistics | Simulation | Defines the set of capabilities that support the representation of the interaction between real-world objects. | No |
| Business Analytical Services | Analysis and Statistics | Modeling | Defines the set of capabilities that support the simulating of conditions or activities by performing a set of equations on a set of data. | No |
| Digital Asset Services | Document Management | Indexing | Defines the set of capabilities that support the rapid retrieval of documents through a structured numbering construct. | No |
| Digital Asset Services | Document Management | Document Review and Approval | Defines the set of capabilities that support the editing and commendation of documents before releasing them. | No |
| Digital Asset Services | Document Management | Library / Storage | Defines the set of capabilities that support document and data warehousing and archiving. | No |
| Digital Asset Services | Document Management | Document Referencing | Defines the set of capabilities that support the redirection to other documents and information for related content. | No |
| Digital Asset Services | Document Management | Document Revisions | Defines the set of capabilities that support the versioning and editing of content and documents. | No |
| Digital Asset Services | Content Management | Content Review and Approval | Defines the capabilities that allow for the approval of interactive programs. | No |
| Digital Asset Services | Content Management | Syndication Management | Defines the set of capabilities that control and regulate an organization's brand. | No |
| Digital Asset Services | Content Management | Content Publishing and Delivery | Defines the set of capabilities that allow for the propagation of interactive programs. | No |

## Service Components for PIN SITE (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Content Management | Tagging and Aggregation | Defines the set of capabilities that support the identification of specific content within a larger set of content for collection and summarization. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Customer Services | Customer Initiated Assistance | Online Help | Defines the set of capabilities that provide an electronic interface to customer assistance. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Customer Services | Customer Preferences | Personalization | Defines the set of capabilities to change a user interface and how data is displayed. | No |

## Service Components for PIN SITE (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Preferences | Profile Management | Defines the set of capabilities that allow for the maintenance and modification of a customer's account information related to their profile. | No |
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |

## Service Components for Student Portal

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Sales and Marketing | Defines the set of capabilities that facilitate the promotion of a product or service and capture of new business. | No |
| Customer Services | Customer Initiated Assistance | Assistance Request | Defines the set of capabilities that support the solicitation of support from a customer. | No |
| Support Services | Communication | Event / News Management | Defines the set of capabilities that monitor servers, workstations and network devices for routine and non-routine events. | No |
| Customer Services | Customer Initiated Assistance | Self-Service | Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. | No |
| Customer Services | Customer Initiated Assistance | Multi-Lingual Support | Defines the set of capabilities that allow access to data and information in multiple languages. | No |
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |

## Service Components for Student Portal

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |
| Customer Services | Customer Preferences | Profile Management | Defines the set of capabilities that allow for the maintenance and modification of a customer's account information related to their profile. | No |
| Customer Services | Customer Preferences | Personalization | Defines the set of capabilities to change a user interface and how data is displayed. | No |

## Service Components for VDC

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Call Center Management | Define the set of capabilities that handle telephone sales and-or service to the end customer. | No |
| Back Office Services | Assets / Materials Management | Asset Cataloging / Identification | Defines the set of capabilities that support the listing and specification of available assets. | No |
| Support Services | Security Management | Role / Privilege Management | Defines the set of capabilities that support the granting of abilities to users or groups of users of a computer, application or network. | No |
| Support Services | Security Management | Access Control | Defines the set of capabilities that support the management of permissions for logging onto a computer or network. | No |
| Support Services | Security Management | User Management | Defines the set of capabilities that support the administration of computer, application and network accounts within an organization. | No |
| Support Services | Security Management | Digital Signature | Defines the set of capabilities that guarantee the unaltered state of a file. | No |

## Service Components for VDC (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Security Management | Verification | Defines the set of capabilities that support the confirmation of authority to enter a computer system, application or network. | No |
| Support Services | Security Management | Intrusion Detection | Defines the set of capabilities that support the detection of illegal entrance into a computer system. | No |
| Support Services | Security Management | Encryption | Defines the set of capabilities that support the encoding of data for security purposes. | No |
| Back Office Services | Human Capital / Workforce Management | Skills Management | Defines the set of capabilities that support the proficiency of employees in the delivery of an organization's products or services. | No |
| Support Services | Security Management | Identification and Authentication | Defines the set of capabilities that support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users. | No |
| Back Office Services | Human Capital / Workforce Management | Team / Org Management | Defines the set of capabilities that support the hierarchy structure and identification of employees within the various sub-groups of an organization. | No |
| Back Office Services | Human Capital / Workforce Management | Resource Planning and Allocation | Defines the set or capabilities that support the means for assignment of employees and assets to sustain or increase an organization's business. | No |
| Back Office Services | Assets / Materials Management | Asset Transfer, Allocation, and Maintenance | Defines the set of capabilities that support the movement, assignment, and replacement of assets. | No |

## Service Components for VDC (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Management Services | Investment Management | Performance Management | Defines the set of capabilities for measuring the effectiveness of an organization's financial assets and capital. | No |
| Back Office Services | Data Management | Loading and Archiving | Defines the set of capabilities that support the population of a data source with external data. | No |
| Business Analytical Services | Reporting | Ad-Hoc | Defines the set of capabilities that support the use of dynamic reports on an as needed basis. | No |
| Back Office Services | Data Management | Extraction and Transformation | Defines the set of capabilities that support the manipulation and change of data. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |
| Back Office Services | Data Management | Data Mart | Defines the set of capabilities that support a subset of a data warehouse for a single department or function within an organization. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Business Analytical Services | Reporting | Standardized / Canned | Defines the set of capabilities that support the use of pre-conceived or pre-written reports. | No |
| Business Analytical Services | Visualization | CAD | Defines the set of capabilities that support the design of products with computers. | No |
| Business Analytical Services | Business Intelligence | Decision Support and Planning | Defines the set of capabilities that support the analyze information and predict the impact of decisions before they are made. | No |

## Service Components for VDC (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Business Intelligence | Balanced Scorecard | Defines the set of capabilities that support the listing and analyzing of both positive and negative impacts associated with a decision. | No |
| Business Analytical Services | Business Intelligence | Demand Forecasting / Mgmt | Defines the set of capabilities that facilitate the prediction of sufficient production to meet an organization's sales of a product or service. | No |
| Business Analytical Services | Visualization | Graphing / Charting | Defines the set of capabilities that support the presentation of information in the form of diagrams or tables. | No |
| Business Analytical Services | Visualization | Imagery | Defines the set of capabilities that support the creation of film or electronic images from pictures, paper forms or graphics for static or dynamic use. | No |
| Business Analytical Services | Analysis and Statistics | Mathematical | Defines the set of capabilities that support the use of mathematical functions and algorithms for the analysis of data. | No |
| Business Analytical Services | Analysis and Statistics | Predictive | Defines the set of capabilities that support the foretelling of something in advance by the use of data. | No |
| Business Analytical Services | Analysis and Statistics | Simulation | Defines the set of capabilities that support the representation of the interaction between real-world objects. | No |
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |

## *Service Components for VDC (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Business Analytical Services | Analysis and Statistics | Modeling | Defines the set of capabilities that support the simulating of conditions or activities by performing a set of equations on a set of data. | No |
| Digital Asset Services | Knowledge Management | Information Mapping / Taxonomy | Defines the set of capabilities that support the creation and maintenance of relationships between data entities, naming standards and categorization. | No |
| Digital Asset Services | Knowledge Management | Information Retrieval | Defines the set of capabilities that allow access to data and information for use by an organization and its stakeholders. | No |
| Digital Asset Services | Document Management | Indexing | Defines the set of capabilities that support the rapid retrieval of documents through a structured numbering construct. | No |
| Business Management Services | Supply Chain Management | Ordering / Purchasing | Defines the set of capabilities that allow the placement of request for a product. | No |
| Digital Asset Services | Document Management | Library / Storage | Defines the set of capabilities that support document and data warehousing and archiving. | No |
| Digital Asset Services | Document Management | Document Referencing | Defines the set of capabilities that support the redirection to other documents and information for related content. | No |
| Digital Asset Services | Document Management | Document Imaging and OCR | Defines the set of capabilities that support the scanning of physical documents for use electronically. | No |
| Business Management Services | Management of Process | Quality Management | Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements. | No |

## Service Components for VDC (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Product Management | Defines the set of capabilities that facilitate the creation and maintenance of products and services. | No |
| Business Management Services | Investment Management | Portfolio Management | Defines the set of capabilities that support the administration of a group of investments held by an organization. | No |
| Business Management Services | Investment Management | Strategic Planning & Mgmt | Defines the set of capabilities that support the determination of long-term goals and the identification of the best approach for achieving those goals. | No |
| Business Management Services | Organizational Management | Network Management | Defines the set of capabilities involved in monitoring and maintaining a communications network in order to diagnose problems, gather statistics and provide general usage. | No |
| Business Management Services | Management of Process | Requirements Management | Defines the set of capabilities for gathering, analyzing and fulfilling the needs and prerequisites of an organization's efforts. | No |
| Business Management Services | Management of Process | Program / Project Management | Defines the set of capabilities for the management and control of a particular effort of an organization. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |

## Service Components for VDC (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Preferences | Alerts and Notifications | Defines the set of capabilities that allow a customer to be contacted in relation to a subscription or service of interest. | No |
| Process Automation Services | Tracking and Workflow | Process Tracking | Defines the set of capabilities to allow the monitoring of activities within the business cycle. | No |
| Customer Services | Customer Relationship Management | Customer Feedback | Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Surveys | Defines the set of capabilities that are used to collect useful information from an organization's customers. | No |
| Customer Services | Customer Relationship Management | Customer / Account Management | Define the set of capabilities that support the retention and delivery of a service or product to an organization's clients. | No |

## Service Components for XML Framework

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Customer Services | Customer Relationship Management | Partner Relationship Management | Defines the set of capabilities that are used to plan and control the activities between an organization, its stakeholders and business partners, including third parties that support services to an organization's stakeholders. | No |
| Business Management Services | Management of Process | Change Management | Defines the set of capabilities that control the process for updates or modifications to the existing documents, software or business processes of an organization. | No |

## Service Components for XML Framework (Continued)

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Support Services | Search | Pattern Matching | Defines the set of capabilities that support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context. | No |
| Back Office Services | Data Management | Data Classification | Defines the set of capabilities that allow the classification of data. | No |
| Back Office Services | Data Management | Data Cleansing | Defines the set of capabilities that support the removal of incorrect or unnecessary characters and data from a data source. | No |
| Back Office Services | Data Management | Meta Data Management | Defines the set of capabilities that support the maintenance and administration of data that describes data. | No |
| Back Office Services | Data Management | Data Exchange | Defines the set of capabilities that support the interchange of information between multiple systems or applications. | No |
| Digital Asset Services | Records Management | Document Classification | Defines the set of capabilities that support the categorization of documents and artifacts, both electronic and physical. | No |
| Digital Asset Services | Knowledge Management | Knowledge Distribution and Delivery | Defines the set of capabilities that support the transfer of knowledge to the end customer. | No |
| Digital Asset Services | Knowledge Management | Categorization | Defines the set of capabilities that allow classification of data and information into specific layers or types to support an organization. | No |
| Digital Asset Services | Knowledge Management | Knowledge Capture | Defines the set of capabilities that facilitate collection of data and information. | No |
| Business Management Services | Management of Process | Configuration Management | Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization. | No |

## *Service Components for XML Framework (Continued)*

| Service Domain | Service Type | Component | Component Description | New Component |
|---|---|---|---|---|
| Digital Asset Services | Knowledge Management | Information Sharing | Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders. | No |
| Digital Asset Services | Content Management | Tagging and Aggregation | Defines the set of capabilities that support the identification of specific content within a larger set of content for collection and summarization. | No |